



Barbara Lockwood
Vice President
Regulation

Mail Station 9040
PO Box 53999
Phoenix, Arizona 85072-3999

December 19, 2019

Docket Control
Arizona Corporation Commission
1200 W Washington Street
Phoenix, Arizona 85007

RE: Rate Review and Examination of the Books and Records of
Arizona Public Service Company (APS or Company)
Docket No. E-01345A-19-0003

Dear Commissioner Kennedy:

Thank you for your December 13, 2019 letter regarding the rate compare tool. As you point out, there were a number of customers who experienced difficulties with the tool and our new rates, many of whom contacted APS, the Commission, or both, to express their frustration.

In addition to the 12 customer inquiries attached to your letter, we have independently searched our records and identified 17 customers (Attachment A) who were referred by ACC Consumer Services to APS's Consumer Advocate's office between August 18, 2017 (when new rates were approved) and November 14, 2019 (the date on which we became aware of the issues with the tool). These complaints, as well as those included in your letter, fall into the following categories:¹

Customer confusion with the methods the rate compare tool used to recommend a most economical plan.

Several of the initial complaints were due to the tool's reliance on customers' historic energy use,² which did not reflect any modification of future customer behavior in response to the change in on-peak hours. This resulted in overstated projections that alarmed some customers. This is evidenced in Complaint 2017-144624/Customer A, Complaint 2017-147253/Customer B, Complaint 2018-147802/Customer C, Complaint 2018-148565/Customer D, Complaint 2018-147586, Complaint 2018-148703, and Complaint 2018-150938 from your letter.

To address this, APS adjusted its Rate Comparison messaging to make customers aware that most of the estimated large increases the tool was displaying were based on historic usage and did not account for any changes in customer's energy use.

¹ All of these informal complaints were addressed under the procedures established in Commission rules. See A.A.C. R14-2-212 and R14-2-312.

² Based on 12:00 to 7:00 pm or 9:00 am to 9:00 p.m. on-peak use rather than the new 3:00 to 8:00 p.m. on-peak hours.

APS also responded to these concerns by enhancing our training of customer service advisors to ensure that they provided customers with clear, concise, and detailed explanations of our new rates and instructions on how to interpret the rate comparison tool.

APS is aware that our new rates have been challenging for some customers to understand. As stated at the Open Meeting, we are committed to working with the consultant that the Commission selects to help improve customer education and understanding of the new rates, as well as collaborating closely with stakeholders, especially those who represent consumer advocacy groups.

Technical difficulties that made the tool unavailable at certain periods.

There were times in 2017 and early 2018 when customer use of the tool exceeded its bandwidth, preventing customers who wanted to access the tool from doing so. These bandwidth issues are what led APS to seek an alternative solution and the selection of GridX for our website tool. This is reflected in customer Complaint 2018-150329 from your letter. Customer 'D' also raised this issue. Customer Complaint 2019-158588 was part of a small subset of customers that were unable to view their rate comparisons for a short period of time due to technical difficulties. The issue was resolved restoring customer's ability to view their rate comparisons. Additionally, in response to the complaint, APS performed a rate comparison on the customer's behalf and sent them the detailed information they were seeking.

Non-AMI and Solar customers' inability to use the tool.

There were also three customers (Complaint 2018-148572, Complaint 2018-150528, and Complaint 2019-159781 from your letter) who expressed frustration with their inability to utilize the online rate comparison tool due to their status as non-AMI or solar customers.

As discussed at the Open Meeting, the online tool is unable to accurately model a solar customer's most economical plan due to the fact that it cannot accurately project solar production. Similarly, non-AMI meters do not track customer usage data and therefore the tool is unable to model a rate recommendation. However, solar and non-AMI customers can speak to APS's customer service team members, who have manual tools to assist customers in identifying their most economical plan.

These issues are important to address. However, we want to make clear that the complaints identified in your letter are completely unrelated to the error that caused the tool to generate inaccurate rate plan recommendations for some customers beginning in February, 2019. We make no excuses for the error. As stated at the December 11, 2019 Open Meeting, we have committed, and remain committed, to rectifying the situation for those customers impacted. As APS Chief Operating Officer Jeff Guldner expressed to the Commission:

We have not met your, nor our own, expectations, in helping our customers understand their rate options. For this I want to personally apologize to customers affected by that error. It is our responsibility to do better, and you have my commitment that we will do better.

We originally planned to address the situation by providing a bill credit to all customers who switched to a plan other than their most economical plan between February and November of this year. We continue to believe that a bill credit is the most efficient, effective, and customer-friendly option for correcting the error for impacted customers. However, because of your request that we provide refund checks, APS has made the decision to issue checks instead of a credit, regardless of amount. These refund checks will include an additional \$25 payment to compensate customers for the inconvenience they may have experienced as a result of receiving an inaccurate recommendation.

Our commitment to you and to the entire Commission, is that we will do better. As stated at the Open Meeting, we have retained the Brattle Group to test and affirm the accuracy of the new tool's calculations and recommendations, and will provide their report when it is complete. In addition, we are implementing new internal controls and processes to ensure that customer complaints are brought to the attention of Company management, and we have begun to host monthly stakeholder meetings with representatives of consumer advocate groups to ensure that our customer messaging, bill information, and rate compare tool are designed with the customer in mind, to maximize and improve the customer experience.

We acknowledge that there is more work to be done to repair the loss of public trust. These changes, processes, and stakeholder meetings are a good first step and will help us to meet our customers' expectations and yours.

We appreciate your commitment to our customers and your insistence that we restore their trust and improve our delivery of service to them. We look forward to continuing our dialogue with you and are committed to frequent reports to the Commission regarding our efforts.

We hope this letter addresses your concerns. Please let us know if you have any further questions.

Sincerely,

Bob Ross on behalf of

Barbara Lockwood

Attachment

ATTACHMENT A

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: 602-542-7273

Complaint Date: 8/30/2017

Complaint Number: 2017 - 144731

Priority: Respond within 5 business days

Complaint Codes:

Rates and Tariffs - Explanation of

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2048

ConsAdv@aps.com

Nature Of Complaint

[REDACTED] called APS and spoke with [REDACTED] to find out about rate plans available to him and how they would affect his bill. He needs to adjust his usage to the new off-peak hours and has a device that does this system wide in his house to allow the pool pump and other large energy users to mostly work during off-peak. He is very conscience about his usage and states he as very low on- peak usage.

[REDACTED] advised him he had 2 plans available. His current bill for August was \$270 but the price he was given based on that usage for the 2 available Saver Choice Plus and Max plans were \$425 and \$460. He is not happy that the rate increase resulted in his bill going up to that amount, and he wants to verify that the information is accurate.

For the Utility:

Please advise is there record of customer's call.

What factors were taken into consideration when provided with cost comparison?

Please contact customer and provide statement to Commission staff.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: MMee@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #144731 - [REDACTED]
Date: Thursday, September 07, 2017 3:41:44 PM
Attachments: [APS.msa](#)

Complaint Number: 2017-144731
Customer: [REDACTED]
Address: [REDACTED]
Established Service: 11/09/1990
Rate: ECT-2, Combined Advantage 7pm-Noon rate
Budget Billing Program Payment: \$198.00

Hi Mary,

My investigation found that the following occurred on [REDACTED] account:

- 08/09/2017 – APS issued [REDACTED] their August monthly bill that consisted of energy charges in the amount of \$270.54 for their energy consumption of 2,763 kWh and their demand of 4.1 kW. The ECT-2 rate incorporates a demand component. The demand or kW is the highest kW used during any 60 minute period of the on-peak hours of the billing month. The demand is reset each month when the monthly meter reading is performed.
- 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case. As part of this agreement, there are new rates that APS offers to customers. A change in the time-of-use rates is the timeframe of the on-peak hours which are now 3pm-8pm. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 08/30/2017 – [REDACTED] contacted APS to determine what the price difference would be on the new rates. APS performed a rate comparison and advised him the two available rates that incorporate a demand would increase his bill by over \$150.00. [REDACTED] then requested to speak with a supervisor to confirm this as he was surprised by the significant increase. [REDACTED] spoke with an APS supervisor who confirmed the amounts previously provided to him by the previous APS representative.
- 08/31/2017 – I spoke with [REDACTED] and he explained to me that he does not believe the information previously provided to him by Customer Service was accurate. I advised him that the tool Customer Service used to perform his rate comparison was based on his actual energy usage. As the new on-peak hours are from 3pm-8pm, the rate comparison used his actual demand during this timeframe which was approximately 12.6 kW during the August billing period. I explained to him that this demand was achieved between 7pm-8pm as he currently does not need to manage his demand during this hour as it is considered off-peak on his current ECT-2 rate. Therefore, I had another rate comparison performed utilizing his peak demand of 4.1 kW during the August billing and found it was a minimal increase of approximately \$15.00 on the recommended new rate of R-3, Saver Choice Max. [REDACTED] stated this sounded more reasonable. He stated he manages his demand closely as he has a load controller. A load controller is linked to the customer's electrical panel and manages the customer's usage by limiting the amount of load that happens at the same time. He stated that once he changes to a new rate he will adjust the setting on his load controller to ensure he does not have a high demand between the new on-peak hours of 3pm-8pm. [REDACTED] was appreciative of the information I provided him as it was a relief to him and requested I email him the estimates I provided him. I have attached a copy of the email for your review.

Please let me know if you have any questions.

Thanks,

Elizabeth McFall

Consumer Advocate Sr.

400 North 5th Street, Phoenix, AZ 85004-3902 Tel 602 250 2280 ConsAdv@apsc.com apsc.com

-----Original Message-----

From: MMee@azcc.gov [<mailto:MMee@azcc.gov>]

Sent: Wednesday, August 30, 2017 4:53 PM

To: Consumer Advocate, (ConsAdv)

Cc: MMee@azcc.gov

Subject: Arizona Corporation Commission Utility - Complaint #144731 - [REDACTED]

This is a complaint filed on 8/30/2017. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Al Amezcua

Phone: 602-542-0842

Complaint Date: 9/15/2017

Complaint Number: 2017 - 145000

Priority: Respond within 5 business days

Complaint Codes:

Rates and Tariffs - Explanation of

Closed Date:

Rates and Tariffs - Other

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2048

ConsAdv@aps.com

Nature Of Complaint

Per [REDACTED], he tried to obtain information regarding the new rate schedule and rates. A message stated that the info was not available. There was no other way to get it. He then dial the telephone number and was asked to leave a message. He never received a call back. He call again yesterday and no call back. How are people suppose to the get info and APS doesn't return out calls.

Please advise.

Is there a system error that he was not able to get the info.

Please contact the customer and provide a written response to Staff.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: Aamezcua@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #145000 - [REDACTED]
Date: Thursday, September 28, 2017 12:49:11 PM

Complaint Number: 2017 – 145000

Customer: [REDACTED]

Address: [REDACTED]

Established Service: 04/09/1998

Rate: ET-EV, Electric Vehicle TOU

Hi Al,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- In 2011, the ACC approved a three year experimental rate known as ET-EV, Residential Service Time-of-Use Electric Vehicle Charging rate, to support APS customers purchasing electric vehicles. This rate encourages customers to save money by charging their electric vehicle at night during super off-peak hours. The ET-EV rate was then extended beyond the initial three years. Additional details can be found in Docket No. E-01345A-10-0123.
- 08/07/2017 – APS issued [REDACTED] his August monthly bill in the amount of \$ 474.56.
- 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case. As part of this agreement, there are new rates that APS offers to customers and the experimental ET-EV rate was cancelled. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 08/18/2017 – APS received a payment in the amount of \$474.56 towards [REDACTED] account.
- 09/07/2017 – APS issued [REDACTED] his September monthly bill in the amount of \$349.29.
- 09/19/2017 – APS received a payment in the amount of \$349.29 towards [REDACTED] account.
- 09/21/2017 – I spoke with [REDACTED] regarding his concerns. He requested to have his current rate compared to the new rates available. I committed to having a rate comparison completed on his account and would follow up with him once it was complete.
- 09/28/2017 – I spoke with [REDACTED] and advised him that based on his historical energy usage in the previous 12 months the TOU-E, Saver Choice rate would be the most economical of the new rates. However, if he changes his lifestyle to the new on and off peak hours of 3:00 pm to 8:00 pm and manages his demand his account could benefit from the R-2, Saver Choice Plus or R-3, Saver Choice Max rate. I advised him that on 09/30/2017, his account will default to the ET-2, Time Advantage 7pm-Noon rate as the ET-EV rate has been cancelled. Once this occurs, he can then complete a rate comparison via the APS website. I advised [REDACTED] once he has done this he can change his rate online and if he has any questions, he may contact me.

In response to your questions:

Is there a system error that he was not able to get the info.

Currently the APS website does not have an option for accounts that are on the ET-EV rate to complete a rate comparison using the rate comparison tool available on the APS website.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Tel (602) 250-2280
jenna.nelson@aps.com aps.com

-----Original Message-----

From: Aamezcua@azcc.gov [<mailto:Aamezcua@azcc.gov>]
Sent: Friday, September 15, 2017 1:23 PM
To: Consumer Advocate, (ConsAdv)
Cc: Aamezcua@azcc.gov
Subject: Arizona Corporation Commission Utility - Complaint #145000 - [REDACTED]

This is a complaint filed on 9/15/2017. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** 602-364-0236

Complaint Date: 10/10/2017

Complaint Number: 2017 - 146517

Priority: Respond within 5 business days

Complaint Codes: Billing - Other

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2048

ConsAdv@aps.com

Nature Of Complaint

*** REFERRED FROM CHAIRMAN FORESE'S OFFICE ***

Gentlemen,

I am not sure how you, as our elected officials, allowed APS this windfall of a rate increase.

I have attached a file showing new rate plan comparisons provided by APS.

This compares my current plan with 4 of the new rate plans.

Please note that I totaled my APS bills and found it to be \$1010.46 for the Oct, 2016 thru Sep, 2017 period.

APS says that their total of \$1082.33 for the same period reflects new pricing implemented on Aug, 19, 2017.

By my calculation that means APS rates have increased which is a 7.1% increase from previous rates.

When looking at the comparisons for the new rate plans, I see that my bill may increase a minimum of \$128.26 utilizing my previous energy usage as a basis for calculation. This equates to a 19.8% increase in my APS electric bill from my previous 12 month billing periods. I am not sure how you feel about your electric service increasing this amount, but I consider this be somewhat excessive.

The largest increase may be \$241.35 which is a 31.0% increase.

As I am a senior citizen on fixed income, this may cause a slight adjustment in my budget and may cause me to make difficult choices. Fortunately I have gas heat and hot water heater so I can stay warm in the winter and have hot water. But in the summer I may be forced to increase the temperature setting on my thermostat and maybe find someplace outside of my home to stay cool during the hot months. And BTW, the electric rates are higher in the summer on most of the rate plans.

Now maybe my calculations are in error, but they are pretty basic math.

Thank you for your service and thank you for taking care of those that voted for you!!

Arizona Corporation Commission

Utilities Complaint Form

A reply to this email is appreciated.

Is customer on the best rate plan for his needs?

Has customer been provided information on Budget Billing?

Is customer eligible for a low-income rate?

Please contact customer to address his concerns and provide response to Commission staff.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: DReagan@azcc.gov
Subject: FW: Arizona Corporation Commission Utility - Complaint #146517 - [REDACTED]
Date: Monday, October 30, 2017 1:53:14 PM

Hi Deb,

Update:

- 10/18/2017 – I spoke with [REDACTED] regarding his concerns. I explained to him that the rate comparison tool on the APS website is based on his current energy usage when comparing rates. Therefore, the tool does not reflect what the bills would be if he shifted his on-peak usage from Noon to 7pm to the new on-peak hours of 3pm to 8pm. [REDACTED] stated he understood. [REDACTED] requested additional information regarding the new rates. I advised him where he may find the rate tariffs on the APS website.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Monday, October 16, 2017 5:35 PM
To: 'DReagan@azcc.gov'
Subject: RE: Arizona Corporation Commission Utility - Complaint #146517 - [REDACTED]

Complaint Number: 2017 – 146517
Customer: [REDACTED]
Address: [REDACTED] Established Service: 04/01/2016
Rate: ECT-2, Combined Advantage 7pm-Noon rate
Autopay: Yes

Hi Deborah,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 08/24/2017 – [REDACTED] contacted APS to request the time that he reached his demand on his February bill. APS advised him it occurred between 6pm-7pm on 01/16/2017.
- 08/25/2017 – [REDACTED] contacted APS in regards to the unbundled charges on his bill and wanted to know where he could locate information on each line item. APS informed [REDACTED] he can review the information via the APS website and he may complete a rate comparison to determine what rate would be most beneficial.
- 09/06/2017 – APS issued [REDACTED] their September monthly bill in the amount of \$161.23. The bill indicated the balance would be deducted from their checking or savings account on 09/21/2017.
- 09/21/2017 – The Autopay payment in the amount of \$161.23 applied towards [REDACTED] account.
- 10/05/2017 – APS issued [REDACTED] their October monthly bill in the amount of \$118.26. The bill

indicated the balance would be deducted from their checking or savings account on 10/20/2017.

- 10/16/2017 – I called [REDACTED] to discuss his concerns and left a message. If I receive a response from him, I will send an update.

In response to your questions:

Is customer on the best rate plan for his needs?

Yes, [REDACTED] account is on the best rate plan based on his current energy usage.

Has customer been provided information on Budget Billing?

[REDACTED] did not call APS in regards to the Budget Billing Program, so it has not been discussed with him. However, if I speak with him I will advise him of the Program.

Is customer eligible for a low-income rate?

I have not had the opportunity to speak with [REDACTED] to discuss the Energy Support (E-3) Program to determine if he meets the eligibility requirements.

Please let me know if you have any questions.

Thanks,

Jenna Nelson

Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

-----Original Message-----

From: DReagan@azcc.gov [mailto:DReagan@azcc.gov]

Sent: Tuesday, October 10, 2017 10:11 AM

To: Consumer Advocate, (ConsAdv)

Subject: Arizona Corporation Commission Utility - Complaint #146517 - [REDACTED]

This is a complaint filed on 10/10/2017. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Al Amezcua

Phone: 602-542-0842

Complaint Date: 11/15/2017

Complaint Number: 2017 - 147031

Priority: Respond within 5 business days

Complaint Codes: Billing - Billing Unclear/ confusing
Billing - Disputed

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2048

ConsAdv@aps.com

Nature Of Complaint

On October 19th 2017 APS mailed me a letter saying they have discovered a delay in the billing of my service at one or more locations. To correct this they issued a special billing in the amount of \$281.37. My concern is that the original bill I saw online for where APS claims the error was discovered was a bill for \$188.66, which I saw on my phone the first week of October when I usually receive my notifications. Everything looked ok, no mistakes on dates, nor on kWh. The only thing I was not happy about was that this month, despite of all my saving efforts, the bill was higher than the previous month. I went online to change the plan, a few days later, to a plan that would have saved me \$40 on that bill according to their chart comparison. I went online to change my plan on October 11th, 2017. The system erased my complete past history after I made the change. Now I have a double bill with two different billing informations, saying there was a gap of days on the meter reading. The original bill for 188.66 was modified to different meter reading dates to justify the extra charge of \$92.71 The original bill sent to me on email was completely erased from the system. It took a few days for them to put the new modified bill for me to see. Now I have a significantly higher amount of kWh usage for September which doesn't even make sense according to what I normally use in my history, and for a month that I was not even using the air conditioner because I start turning off the air conditioning system at the end of August no matter what. The usage of kwh is higher than that of the months of July or August , which were months were my kWh usage increases every year. It can be seen in their graphics. I believe the system may have had an issue when changing my plans that resulted in a double bill and dates discrepancies, and maybe no one is at fault, just a hick-up in the system, but when I called to see if they could help investigate, all they could see were the bills they have in the system now. I would like to know if there is any way that the original bill be recovered to correct this issue. If they can't recover the original bill, I would like to have the overpayment of \$92.71 credited to my account. Thanks! I am trying to attach my documents but an error keeps popping up.

Please review the account and address any and all issues associated with billing error.

Did his history get erased?

If so why?

Please advise.

Arizona Corporation Commission
Utilities Complaint Form

From: [Consumer Advocate, \(ConsAdv\)](#)
To: ["Aamezcua@azcc.gov"](mailto:Aamezcua@azcc.gov)
Subject: FW: Arizona Corporation Commission Utility - Complaint #147031 - [REDACTED]
Date: Monday, December 11, 2017 8:22:59 AM

Hi Al,

Update:

- 09/01/2017 - APS issued [REDACTED] their August monthly bill in the amount of \$239.62. The bill included a previous credit balance in the amount of \$100.48 which left the an owing account balance of \$139.14. The bill consisted of energy usage between 07/13/2017 through 08/11/2017. The bill indicated the balance would be deducted from their checking or savings account on 09/18/2017.
- 09/18/2017 - The Autopay payment in the amount of \$139.14 applied towards [REDACTED] account.
- 09/30/2017 – [REDACTED] account was changed from the ET-SP, Time Advantage Super Peak rate to the ET-2, Time Advantage 7pm-Noon rate as the ET-SP rate was no longer available.
- 10/11/2017 – APS received an online request to change [REDACTED] account from the ET-2 rate to the R-3 rate.
- 10/19/2017 - APS issued [REDACTED] their September monthly bill in the amount of \$280.89. The bill consisted of energy usage between 08/11/2017 through 09/30/2017 billed on the ET-SP rate. The bill indicated the balance would be deducted from their checking or savings account on 11/03/2017. Additionally, a letter was mailed to them explaining that because their bill was delayed, a hold had been placed on the account allowing them through 11/03/2017 to pay the delayed balance of \$281.37.
- 11/03/2017 - APS received a payment in the amount of \$280.89 towards [REDACTED] account.
- 11/06/2017 - APS issued [REDACTED] their October monthly bill in the amount of \$70.31. The bill consisted of energy usage between 09/30/2017 through 10/12/2017 billed on the ET-2 rate. The bill indicated the balance would be deducted from their checking or savings account on 11/21/2017.
- 11/14/2017 – [REDACTED] contacted APS regarding the delayed bill she received. She stated her concern that their online account with APS was reflecting inaccurate usage for September. The Company discussed the 10/19/2017 bill with her and then transferred her to the appropriate department with APS to discuss her online account further. My investigation found that APS transferred her, however, she did not stay on the line and disconnected the call.
- 11/21/2017 - The Autopay payment in the amount of \$70.31 applied towards [REDACTED] account.
- 12/04/2017 - APS issued [REDACTED] their November monthly bill in the amount of \$103.47 . The bill consisted of energy usage between 10/12/2017 through 11/09/2017 billed on the R-3 rate. The bill indicated the balance would be deducted from their checking or savings account on 12/19/2017.
- 12/07/2017 – I called [REDACTED] to discuss her concerns and left a message. If I receive a response from her, I will send an update.
- It is my belief that [REDACTED] concerns may be referring to a portion of the 10/19/2017 bill. As a result of the account having to change from the ET-SP rate to the ET-2 rate, the 10/19/2017 was billed in two parts. The first portion was in the amount of \$188.66 for their usage between 08/11/2017 through 09/13/2017 and the second portion was in the amount of \$92.71 for their usage between 09/13/2017 through 09/30/2017.

In response to your questions:

Did their history get erased?

Their history is available to be viewed on the APS website.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Tuesday, November 21, 2017 6:57 PM
To: Aamezcua@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #147031 - [REDACTED]

Complaint Number: 2017 – 147031
Customer: [REDACTED]
Address: [REDACTED] Established Service: 05/26/2017
Rate: R-3, Saver Choice Max rate

Hi Al,

I have begun my investigation into [REDACTED] concerns and left her a message on 11/21/2017. I advised her that I am researching her concerns and will contact her again once I have completed my investigation. Additionally, I provided my contact information.

I will send an update once I have received and reviewed all of the details surrounding [REDACTED] concerns and have discussed them with her.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

-----Original Message-----

From: Aamezcua@azcc.gov [<mailto:Aamezcua@azcc.gov>]
Sent: Wednesday, November 15, 2017 4:30 PM
To: Consumer Advocate, (ConsAdv)
Cc: Aamezcua@azcc.gov
Subject: Arizona Corporation Commission Utility - Complaint #147031 - [REDACTED]

This is a complaint filed on 11/15/2017. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter

Phone: 602-542-0622

Complaint Date: 11/22/2017

Complaint Number: 2017 - 147153

Priority: Respond within 5 business days

Complaint Codes: Rates and Tariffs - Interpretation of

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2048

ConsAdv@aps.com

Nature Of Complaint

Caller, although having spoken with the Co. continues to require clarification on the service plan comparison of the 4 different rates. If she doesn't choose, they will, which is unfair because they cannot accurately tell her how her costs will be affected. She is looking for further clarification.

[REDACTED]

From: Consumer Advocate, (ConsAdv)
Sent: Monday, December 04, 2017 2:37 PM
To: 'TMeeter@azcc.gov'
Subject: RE: Arizona Corporation Commission Utility - Complaint #147153 - [REDACTED]

Complaint: 147153
Customer: [REDACTED]
Address: [REDACTED]
Established: 2/5/2002
Rate: ECT-2, Combined Advantage 7pm-Noon rate

Hi Trish,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 11/6/2017 – APS mailed [REDACTED] their November monthly bill in the amount of \$170.79.
- 11/14/2017 – [REDACTED] contacted APS and requested information on the new rates that APS was offering. APS discussed which rate would be most beneficial for her based on their usage. [REDACTED] did not select a new rate at that time.
- 11/28/2017 – I contacted [REDACTED] regarding her concerns. I again took the opportunity to discuss in detail which rate would be most beneficial based on their usage. She stated that the rate comparisons that she had completed on the APS website were different amounts than what I was discussing. I asked her to please e-mail me the rate comparisons she had printed out from the APS website.
- 12/4/2017 – Once I received her email and was able to review the rate comparisons she had provided, I called [REDACTED] and advised her that there had been a mis-communication between her and I regarding the various new rates. I informed her that the best rate for them would be the R-2, Saver Choice Plus rate. I explained the on peak and off peak time periods as well as the demand component of the rate. I inquired if she would like me to switch their account to this rate now, she stated no they would wait until February to select a new rate. She thanked me for contacting her and providing her with a clearer understanding of the new rates.

Please let me know if you have any questions.

Thank You,

Traci Dean
Consumer Advocate
400 N. 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
602-250-2280 (ofc)
traci.dean@aps.com

-----Original Message-----

From: TMeeter@azcc.gov [mailto:TMeeter@azcc.gov]
Sent: Wednesday, November 22, 2017 11:28 AM

To: Consumer Advocate, (ConsAdv)

Subject: Arizona Corporation Commission Utility - Complaint #147153 - [REDACTED]

USE CAUTION - EXTERNAL SENDER: (TMeeter@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com

<<mailto:ACDC@apsc.com>> or contact the APS Helpdesk.

This is a complaint filed on 11/22/2017. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Roxanne Best

Phone: 602-364-1066

Inquiry Date: 12/5/2017

Inquiry Number: 2017 - 147285

Priority: Respond within 5 business days

Inquiry Codes: Billing - High/ low

Closed Date:

Rates and Tariffs - Other Charges on Bill

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Inquiry

[REDACTED] states that the rate plan tool that APS offers is offering him a choice of 4 plans and they are all a considerable increase from his current plan. He understood the rate case to be a 6% raise, instead the best plan he can get is a 20% increase. This is 8-9 times higher than what customers were told the rate hike would be. How are customers on a limited income supposed to pay these bills?

Questions for Company:

Please advise if Customer is on best rate plan for his usage?

Please review rate plan options with Customer.

Is Customer on a low income plan of any type?

Please contact Customer regarding his concerns and send written response to the Commission.

From: [Nelson, Jenna](#)
To: ["RBest@azcc.gov"](mailto:RBest@azcc.gov)
Subject: FW: Arizona Corporation Commission Utility - Inquiry #147285 - [REDACTED]
Date: Friday, January 05, 2018 8:50:35 AM

Hi Roxanne,

Update:

As of today, [REDACTED] has not contacted me. As I have not heard from him, I will consider this matter closed. I will send an update if [REDACTED] contacts me.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Monday, December 11, 2017 2:51 PM
To: 'RBest@azcc.gov'
Subject: RE: Arizona Corporation Commission Utility - Inquiry #147285 - [REDACTED]

Inquiry Number: 2017 – 147285
Customer: [REDACTED]
Address: [REDACTED]
Established Service: 07/26/1996
Rate: ECT-2, Combined Advantage 7pm-Noon rate

Hi Roxanne,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 08/28/2017 – APS issued [REDACTED] their August monthly bill in the amount of \$248.09.
- 09/02/2017 – APS received a payment in the amount of \$248.09 towards [REDACTED] account.
- 09/27/2017 – APS issued [REDACTED] their September monthly bill in the amount of \$192.64.
- 10/02/2017 – APS received a payment in the amount of \$192.64 towards [REDACTED] account.
- 10/26/2017 – APS issued [REDACTED] their October monthly bill in the amount of \$304.13.
- 10/29/2017 – APS received a payment in the amount of \$304.13 towards [REDACTED] account.
- 11/28/2017 – APS issued [REDACTED] their November monthly bill in the amount of \$155.96.
- 12/04/2017 – APS received a payment in the amount of \$155.96 towards [REDACTED] account.

- 12/11/2017 – I spoke with [REDACTED] to discuss his concerns. He advised me that he was at a doctor's appointment and would contact me by tomorrow, 12/12/2017. I will send an update once [REDACTED] has contacted me.

In response to your questions:

Please advise if Customer is on the best rate plan for his usage?

Based on [REDACTED] current energy usage he is on the most economical rate plan. However, if he shifts his energy usage to the new on peak hours of 3pm–8pm from the current on peak hours of 12pm-7pm, he may benefit from the R-3, Saver Choice Max rate.

Is Customer on a low income plan of any type?

No, [REDACTED] are not on the Energy Support (E-3) Program.

Please let me know if you have any questions.

Thanks,

Jenna Nelson

APS Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

-----Original Message-----

From: RBest@azcc.gov [<mailto:RBest@azcc.gov>]

Sent: Tuesday, December 05, 2017 2:04 PM

To: Consumer Advocate, (ConsAdv)

Subject: Arizona Corporation Commission Utility - Inquiry #147285 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(RBest@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com or contact the APS Helpdesk.

This is an inquiry filed on 12/5/2017. The inquiry and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Michael Buck

Phone: 602-364-1065

Complaint Date: 1/10/2018

Complaint Number: 2018 - 147693

Priority: Respond within 5 business days

Complaint Codes: Billing - High/ low

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

*****HIGH BILL DUE TO RATE CASE*****

We are presently on APS 9 to 9 plan and have been for 20 years, since we have lived in our home. APS has notified us that they are discontinuing our rate plan and we have to switch to a new rate plan, 1 of 6 plans offered. Yesterday, 1-9-18, I spoke with an APS representative I reviewed each plan and ran the numbers using the KWh's from two separate bills, one from July and one from December of 2017. The APS representative told me the most cost effective plan for us would be the "Saver Choice Max Plan" and that our annual cost would only go up by about \$130 per year. Our electricity usage and patterns, which are the same from year to year for each specific month, after 20-years a common usage pattern has been established. So, using the December and July bills, I used the on peak and off peak hours for each month. Absolutely shocked to see APS is charging \$17.44 per KWh for a "Demand" charge. \$17.44 per KWh?? This is insane. After doing my calculations, and adjusting the ration of on and off peak KWh's to the new on and off peak hours, our bill would go up by more then 30% per month using this plan, and even more so on all the other rate plans APS insists upon us changing to. Take July for example, by sweating it out and not running the AC in our home very much and keeping the thermostat above 80 degrees, our July bill of \$248 per month will now go up to \$342, that's a 38% increase. This is an outrage. According to my calculations our December bill will increase from \$159.38 to \$225.80. that's a 42% increase, and will result in much more then \$69 or \$130 per year annual increase in cost. I just spoke with another APS representative this morning and she told me using the same APS online calculation tool, that our annual cost would only increase by \$69 per year. Obviously the calculation tool is significantly flawed as it produced an error of over 47% delta between the two APS calculations based upon my account, both calculated using the saver choice max plan. My calculations are based upon taking actual usage from 2 separate bills, adjusting the on and off peak hour times to the new ratio hours based upon 19 hours off peak and 5 hours on peak and using actual KWh's we have used year after year in the same home. If my calculations are correct using actual number of KWhs used from our bills, and adjusting the hours for on and off peak based upon the 5 hours on peak and 19 hours off peak, very simple to adjust the ratio of on and off peak hours, we will have \$80 per month increase, that's close to \$1000 per year increase in electricity costs for the same amount of usage. This is outrageous. We would like to remain on the 9 to 9 plan. The new Saver Choice Max Plan that both APS representatives told us will work out best for us, appears to be over 30% or more every month and we cannot afford this. We are frugal in our usage of electricity and don't have the budget to support this kind of rate increase. We also find it absolutely obscene to have to select the plan that will work out best for us that charges \$17.44 per

Arizona Corporation Commission

Utilities Complaint Form

KWh during the highest time of usage in our home. I cannot believe the corporation commission would approve and allow this type of increase.

Please provide a detailed explanation of billing increases.

Please contact the customer.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: MBuck@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #147693 - [REDACTED]
Date: Wednesday, January 17, 2018 5:41:00 PM

Complaint: 147693
Customer: [REDACTED]
Address: [REDACTED]
Established: 4/4/1998
Rate: ET-1, Time Advantage 9pm-9am rate

Hi Michael,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 12/8/2017 – APS mailed [REDACTED] their December monthly bill in the amount of \$159.38.
- 12/13/2017 – APS mailed [REDACTED] the recommended rate letter which recommended the R-3 rate based on their usage.
- 12/18/2017 – APS received a payment of \$159.38.
- 1/9/2018 – [REDACTED] contacted APS and inquired which new rate would be the best option based on their usage. APS conducted a rate comparison and advised him that the R-3, Saver Choice Max rate would be the most beneficial. He stated he would consider this rate and call back.
- 1/10/2018 – [REDACTED] contacted APS and inquired as to what the estimated increase would be if they selected the R-3 rate as his new rate. APS advised him it would increase approximately \$95.00 over the year however, this was only an estimate. [REDACTED] stated that amount was incorrect and ended the call.
- 1/10/2018 – APS mailed [REDACTED] their January bill in the amount of \$205.61.
- 1/16/2018 – I contacted [REDACTED] in regards to his concerns. I attempted to explain the rate comparison tool to him and advised the best rate would be the R-3 rate based on his usage. [REDACTED] disagreed,. In order to further review his account, I placed [REDACTED] on hold and he disconnected the call.
- 1/17/2018 – [REDACTED] contacted APS Customer Service Department and was able to discuss the rates in detail with the Company. APS was able to show [REDACTED] that the calculation method in which he was trying to calculate their projected increase was incorrect and he was able to understand the correct calculation method that APS was using. He did not select to go on the new rate at that time.
- 1/17/2018 – My colleague, Elizabeth McFall, contacted [REDACTED] to assure his concerns had been addressed as he and I got disconnected. [REDACTED] advised Elizabeth that all of his questions had been answered by Customer Service earlier that day.

Please let me know if you have any questions.

Thank You,

Traci Dean
Consumer Advocate
400 N. 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
602-250-2280 (ofc)

traci.dean@aps.com

-----Original Message-----

From: MBuck@azcc.gov [<mailto:MBuck@azcc.gov>]

Sent: Wednesday, January 10, 2018 3:52 PM

To: Consumer Advocate, (ConsAdv)

Cc: MBuck@azcc.gov

Subject: Arizona Corporation Commission Utility - Complaint #147693 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(MBuck@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com <<mailto:ACDC@apsc.com>> or contact the APS Helpdesk.

Please disregard previous email submission for Mr. Lunberg.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: 602-542-7273

Complaint Date: 1/11/2018

Complaint Number: 2018 - 147711

Priority: Respond within 5 business days

Complaint Codes:

Rates and Tariffs - Explanation of

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address:

City:

State:

Zip Code:

Email:

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

From: [REDACTED]

Sent: Sunday, January 07, 2018 5:34 PM

To: Corps-Director

Subject: Reconsider APS Rate hike

Director,

I just moved to Scottsdale this summer and am stuck with your APS as my electric utility. I signed the petition to have your commission reconsider this APS Rate Hike, because this is ridiculous. I left the DC area because I was tired of being misrepresented and underrepresented in the politics there and tired of the political cronyism. And now I'm met with the same awful politicians undeserving my views again.

I understand that APS needs to make a profit. But when APS public affairs reports that the average customer won't see more than a small increase, and using their rate comparison tool I see I'll be paying on average \$75/month more, I am outraged. Get APS under control. I will be ready to vote based solely on how this APS issue goes.

Respectfully,

[REDACTED]

For the Utility:

Based on the comparison tool, should this customer expect bills that are on average \$75 more per month?

From: [Consumer Advocate, \(ConsAdv\)](#)
To: MMee@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #147711 - [REDACTED]
Date: Thursday, January 18, 2018 1:55:00 PM

Complaint: 147711
Customer: [REDACTED]
Address: [REDACTED]
Established: 8/3/2017
Rate: ET-2, Time Advantage 7pm-Noon rate
Autopay: Yes

Hi Mary,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 – The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2017. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No E-01345A-16-0036 (Decision No. 76295).
- 12/8/2017 – APS mailed [REDACTED] their December monthly bill in the amount of \$195.37.
- 12/13/2017 – In an effort to assist customers in selecting the best new rate, APS mailed [REDACTED] a letter advising them that based on their historical energy usage as of 08/31/2017; it is recommended that they change to the R-3 rate.
- 12/26/2017 – APS received a payment of \$195.37.
- 1/10/2018 – APS mailed [REDACTED] their January monthly bill in the amount of \$223.22.
- 1/17/2018 – I contacted [REDACTED] regarding their concerns. I discussed the various rates available to them based on their usage and recommended the R-3 rate. He stated he had completed the rate comparison on the APS website and received the same result of R-3 being the best rate based on their usage. He stated he was considering installing solar on their residence but had some additional questions regarding installing solar. I advised him I would have one of APS's solar trained supervisor's give him a call to assist him with any questions they may have regarding solar and he stated he would appreciate that. He also advised me they had recently installed a NEST smart thermostat, I inquired if he had taken advantage of the rebate program that APS is offering to customers who choose to install a smart thermostat. He stated yes he had and it had been a very easy process and they had received their rebate.

Please let me know if you have any questions.

Thank you,

Traci Dean
Consumer Advocate
400 N. 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
602-250-2280 (ofc)
traci.dean@aps.com

-----Original Message-----

From: MMee@azcc.gov [<mailto:MMee@azcc.gov>]

Sent: Thursday, January 11, 2018 1:33 PM

To: Consumer Advocate, (ConsAdv)

Cc: mmee@azcc.gov

Subject: Arizona Corporation Commission Utility - Complaint #147711 - 

USE CAUTION - EXTERNAL SENDER:(MMee@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com

<<mailto:ACDC@apsc.com>> or contact the APS Helpdesk.

This is a complaint filed on 1/11/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** 602-364-0236

Complaint Date: 2/1/2018

Complaint Number: 2018 - 148059

Priority: Respond within 5 business days

Complaint Codes: Rates and Tariffs - Explanation of

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Work: [REDACTED]

Email: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

APS will discontinue my service plan around 02/19/2018 and basically gave me a choice of two plans which increases my rates by 10% or more. When I spoke with the APS Customer Service Representative about my discontinued plan and rate increases they were indifferent. I additionally mentioned I would seek remediation from the Arizona Corporation Commission and the APS Rep stated that's fine because they approved the rate increases and discontinuation your plan. So the question is who is deciding to increase our rates beyond what is reasonable. APS had a usage plans our household utilized. Our usage was before 12 noon and after 7 pm and now they are offering two plans shifting to weekday energy use before 3 pm or after 8 pm. Now you tell me how is that reducing usage, the before hours between 12 to 3 pm is max usage throughout the city. The letter I received from APS about the discontinuation of my service plan also offered two new plans each with 10% increases and they had the nerve to recommend the higher service plan which they stated was best for me. I did the research on their web site and they were less than truthful. I want someone to look into these plans and what they are doing to the households of Phoenix. I will seek additional remediation from my representative.

Has customer chosen a new rate plan?

If so, is this the best plan for his usage needs?

Please contact customer to address his concerns and provide response to Commission staff. rates

From: [Consumer Advocate, \(ConsAdv\)](#)
To: ["DReagan@azcc.gov"](mailto:DReagan@azcc.gov)
Subject: FW: Arizona Corporation Commission Utility - Complaint #148059 - [REDACTED]
Date: Wednesday, February 14, 2018 3:31:03 PM
Attachments: [APS.msq](#)

Hi Deb,

Update:

- 02/14/2018 - I spoke with [REDACTED] regarding his concerns. I explained to [REDACTED] that the rate increase approved by the Arizona Corporation Commission was for the current rate plans available, also known as transition rates. I advised him that the new rate plans were also approved, but there is not an average change in customer's bills as the new rates are structured different than the current rates. I advised him the R-3, Saver Choice Max rate is most economical based on his energy usage and if he can lower his on peak usage between 3pm-8pm and manage his demand there is potential to see less of an impact when switching to the R-3 rate. [REDACTED] stated that he appreciated talking to me but still feels that the rate increase is unfair and will be doing more research. I agreed to email him the decision and docket number of the APS general rate case so he can view the details. I have attached a copy of the email sent to [REDACTED] for your review.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Wednesday, February 07, 2018 5:39 PM
To: 'DReagan@azcc.gov'
Subject: RE: Arizona Corporation Commission Utility - Complaint #148059 - [REDACTED]

Complaint Number: 2018 - 148059
Customer: [REDACTED]
Address: [REDACTED]
Established Service: 08/18/2017
Rate: ECT-2, Combined Advantage 7pm-Noon rate
Autopay: Yes

Hi Deb,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 11/20/2017 – APS issued [REDACTED] his November monthly bill in the amount of \$220.43. The bill indicated the balance would be deducted from his checking or savings account on 12/05/2017.
- 12/05/2017 - The Autopay payment in the amount of \$220.43 applied towards [REDACTED] account.

- 12/13/2017 – In an effort to assist customers in selecting the best new rate, APS mailed [REDACTED] a letter advising him that based on his historical energy usage as of 08/31/2017, it is recommended that he change to the R-3, Saver Choice Max rate.
- 12/21/2017 - APS issued [REDACTED] his December monthly bill in the amount of \$251.36. The bill indicated the balance would be deducted from his checking or savings account on 01/05/2018.
- 01/05/2018 - The Autopay payment in the amount of \$251.36 applied towards [REDACTED] account.
- 01/23/2018 - APS issued [REDACTED] his January monthly bill in the amount of \$238.51. The bill indicated the balance would be deducted from his checking or savings account on 02/07/2018.
- 01/25/2018 – APS mailed [REDACTED] a letter indicating that his account will be transitioned to the R-3 rate as it is most like his current rate (ECT-2) if he does not manually change to another rate of his choice prior to 02/19/2018.
- 02/07/2018 – I called [REDACTED] regarding his concerns and left a message. If I receive a response from him, I will send an update.

In response to your questions:

Has customer chosen a new rate plan?

[REDACTED] has not chosen a new rate plan at this time.

If so, is this the best plan for his usage needs?

[REDACTED] is currently on the most economical rate plan based on his energy usage.

Please let me know if you have any questions.

Thanks,

Jenna Nelson

APS Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

-----Original Message-----

From: DReagan@azcc.gov [<mailto:DReagan@azcc.gov>]

Sent: Thursday, February 01, 2018 10:52 AM

To: Consumer Advocate, (ConsAdv)

Subject: Arizona Corporation Commission Utility - Complaint #148059 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(DReagan@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com or contact the APS Helpdesk.

This is a complaint filed on 2/1/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: 602-542-7273

Complaint Date: 2/6/2018

Complaint Number: 2018 - 148130

Priority: Respond within 5 business days

Complaint Codes:

Rates and Tariffs - Explanation of

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

This is a general complaint, but you should address it. APS is changing plans. They have made it extremely difficult to compare plans, and I can't imagine any reason they would do so except that choosing the "wrong" plan is likely designed to increase their profits. It is not possible that they could actually have designed a site in this day and age where one cannot compare all plans at once, and on the page that does compare it does not give all the rate info. The easiest way to do this would have been with their graphics of on and off peak times, all on one page, and with the rates written into the blue and red areas of peak and off peak. Those put with the basic service charges to the side.... A child could get this right. They make it difficult on purpose, and you should be suspicious of their rate increases.

For the Utility:

Please advise is there a way customers can compare plans side by side?

From: [Consumer Advocate, \(ConsAdv\)](#)
To: ["MMee@azcc.gov"](mailto:MMee@azcc.gov)
Subject: RE: Arizona Corporation Commission Utility - Complaint #148130 - [REDACTED]
Date: Monday, February 12, 2018 4:37:38 PM

Complaint Number: 2018 - 148130
Customer: [REDACTED]
Address: [REDACTED]
Established Service: 08/30/2013
Rate: ET-2, Time Advantage 7pm-Noon rate

Hi Mary,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 – The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 12/13/2017 - In an effort to assist customers in selecting the best new rate, APS mailed [REDACTED] a letter advising him that based on his historical energy usage as of 08/31/2017, it is recommended that he change to the TOU-E, Saver Choice rate.
- 01/25/2018 - APS mailed [REDACTED] a letter indicating that his account will be transitioned to the TOU-E rate as it is most like his current rate (ET-2) if he does not manually change to another rate of his choice prior to 02/21/2018.
- 02/05/2018 – APS received a request via the Company's website to change [REDACTED] account from the ET-2 rate to the TOU-E rate.
- 02/12/2018 – I called [REDACTED] to discuss his concerns and left a message. If I receive a response from him, I will send an update.

In response to your question:

Please advise is there a way customers can compare plans side by side?

Yes, the APS website has the option to compare the customer's current rate to two new rate plans side by side.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Tel (602) 250-2280
jenna.nelson@aps.com

-----Original Message-----

From: MMee@azcc.gov [<mailto:MMee@azcc.gov>]

Sent: Tuesday, February 06, 2018 8:57 AM
To: Consumer Advocate, (ConsAdv)
Cc: mmee@azcc.gov
Subject: Arizona Corporation Commission Utility - Complaint #148130 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(MMee@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com
<<mailto:ACDC@apsc.com>> or contact the APS Helpdesk.

This is a complaint filed on 2/6/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: 602-542-7273

Complaint Date: 2/14/2018

Complaint Number: 2018 - 148268

Priority: Respond within 5 business days

Complaint Codes:

Rates and Tariffs - Explanation of

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

My complaint is with both APS and the Arizona Corporation Commission. The Commission approved a rate hike for APS and it was touted that the rate hike would add approximately six dollars to the monthly bill of its customers. I checked the APS website and compared plans to find out my utility bill will rise a minimum of \$750/year or roughly \$62.50/month. I contacted APS to ascertain if there was any cheaper plan and they said no. In fact, they said depending on what rate plan I chose my electric bill could go up approximately \$2000/year. How did this mess happen? What is the Arizona Corporation Commission doing to resolve this atrocity that they let APS pull over their eyes? As a retiree working a part time job, it looks as if I will need to come out of retirement and work full time to afford my electric bill. Please tell me you are working on reversing this mess? With APS, their response was \$750/year is the minimum my electric bill will be going up and that was approved by the Corporation Commission. \$750-\$2000/year more increase is ludicrous. I am unable to attach any information regarding my annual rate increase from the APS website or I would.

For Utility:

Please advise what rate comparison tool projections show.

What was discussed in call with customer?

From: [Consumer Advocate, \(ConsAdv\)](#)
To: MMee@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #148268 - [REDACTED]
Date: Tuesday, February 20, 2018 8:17:05 PM

Complaint: 148268
Customer: [REDACTED]
Address: [REDACTED]
Established: 5/28/2015
Rate: ECT-2, Combined Advantage 7pm-Noon rate
Budget Billing Program: \$365.00

Hi Mary,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 – The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No E-01345A-16-0036 (Decision No. 76295).
- 12/13/2017 – APS mailed [REDACTED] his December monthly bill in the amount of \$780.00. This bill included a delinquent balance of \$390.00 and current charges of \$390.00.
- 12/13/2017 – APS mailed [REDACTED] a letter advising them that based on their historical energy usage as of 08/31/2017; it is recommended that she change to the R-3, Saver Choice Max rate.
- 12/26/2017 – APS received a payment of \$780.00.
- 1/5/2018 – APS mailed [REDACTED] his January monthly bill in the amount of \$390.00 and the bill included a message that advised him that his Budget Billing payment would be adjusted on the following months bill to \$365.00. This is due to the average bill amount changing and his debit Budget Billing balance of \$350.89.
- 1/22/2018 – APS received a payment of \$390.00.
- 2/5/2018 – APS mailed [REDACTED] his February monthly bill in the amount of \$365.00.
- 2/20/2018 – APS received a payment of \$365.00.
- 2/20/2018 – I called [REDACTED] and was able to leave a message. At this time he has not returned my call. I will provide an update to the Commission if her contacts me.

In response to your question:

What was discussed in the call with the customer?

Company records do not indicated that [REDACTED] called APS regarding the new rates. However, he did complete a rate comparison on the APS website.

Please let me know if you have any questions.

Thank You,

Traci Dean

Consumer Advocate
400 N. 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
602-250-2280 (ofc)
traci.dean@aps.com

-----Original Message-----

From: MMee@azcc.gov [<mailto:MMee@azcc.gov>]

Sent: Wednesday, February 14, 2018 1:58 PM

To: Consumer Advocate, (ConsAdv)

Cc: mmee@azcc.gov

Subject: Arizona Corporation Commission Utility - Complaint #148268 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(MMee@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com
<<mailto:ACDC@apsc.com>> or contact the APS Helpdesk.

This is a complaint filed on 2/14/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Roxanne Best

Phone: 602-364-1066

Complaint Date: 2/20/2018

Complaint Number: 2018 - 148316

Priority: Respond within 5 business days

Complaint Codes: Billing - Billing Unclear/ confusing

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

I tried to Call APS. They do not take calls regarding the forced change of billing plans on Saturday. I am sorry, but the information on their less than user friendly web site does not inform me of how to compare what my bill will be compared to my current plan based on my usage at all for any previous billing period so I can make a sound decision. I am extremely disappointed in being forced to accept an new billing plan after 23 years of being on a plan that I understood. In my view this is another money grab by a public service which you as the elected commission always seem to allow, you do not in my opinion ever control or protect the end user, just the APS profits which are out of site based on the news I here. What are you doing to control this public service, except take political contributions for your elections. If I am to be forced to choose a plan, then tell me how my bill will compare based on my energy usage from last summers monthly usage, and the last 3 months of winter usage. No one in your organization is doing your job in my opinion, nor have I had any trust in any of you for years. Stop this plan change until we know how this will really affect us financially please, so we all can make informed decisions. That is part of what you are supposed to be doing in my view.

Questions for Company:

Please review Customer's account and advise on rate plan best for his usage.

Please contact Customer regarding his concerns and send written response to the Commission.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: ["RBest@azcc.gov"](mailto:RBest@azcc.gov)
Subject: FW: Arizona Corporation Commission Utility - Complaint #148316 - [REDACTED]
Date: Wednesday, April 04, 2018 5:05:25 PM

Hi Roxanne,

Update:

As of today, [REDACTED] has not contacted me. As I have not heard from him, I will consider this matter closed. I will send an update if [REDACTED] contacts me.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Monday, February 26, 2018 2:39 PM
To: 'RBest@azcc.gov'
Subject: RE: Arizona Corporation Commission Utility - Complaint #148316 - [REDACTED]

Complaint Number: 2018 - 148316
Customer: [REDACTED]
Address: [REDACTED] Established Service: 12/31/2010
Rate: ET-2, Time Advantage 7pm-Noon rate

Hi Roxanne,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 – The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 02/08/2018 – APS mailed [REDACTED] a letter indicating that his account will be transitioned to the TOU-E, Saver Choice rate as it is most like his current rate (ET-2) if he does not manually change to another rate of his choice prior to 03/02/2018. Additionally, the letter indicated that the R-Basic, Premier Choice rate is most economical based on his energy usage.
- 02/22/2018 – [REDACTED] contacted APS to discuss the new rates. The Company explained the new on and off peak hours on the time of use rates and informed him that he may complete a rate comparison on the APS website.
- 02/22/2018 – I called [REDACTED] to discuss his concerns and left a message. If I receive a response from him, I will send an update.

In response to your question:

Please review the Customer's account and advise on rate plan best for his usage.

I have completed a rate comparison and found that the most economical rate for [REDACTED] energy usage is the R-XS, Lite Choice rate.

Please let me know if you have any questions:

Thanks,

Jenna Nelson

APS Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

-----Original Message-----

From: RBest@azcc.gov [<mailto:RBest@azcc.gov>]

Sent: Tuesday, February 20, 2018 9:20 AM

To: Consumer Advocate, (ConsAdv)

Subject: Arizona Corporation Commission Utility - Complaint #148316 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(RBest@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com or contact the APS Helpdesk.

This is a complaint filed on 2/20/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: 602-542-7273

Complaint Date: 3/1/2018

Complaint Number: 2018 - 148544

Priority: Respond within 5 business days

Complaint Codes:

Rates and Tariffs - Explanation of

Closed Date:

Quality of Service - Customer Service Contact

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

Customer believes APS is providing wrong info to the Commission and to customers. She states that the comparison tool is providing information that doesn't reflect her current plan and compares that with new plan. She has done the math and expects a 60% increase. She foresees her bills going up by \$600/yr.

Customer feels APS doesn't really want you to do comparison. She tried twice to get rate comparison tool link and she had to wait 2 days for it. She called APS frequently to request information and experienced long wait times. Once she had a 90 minute wait and twice she was offered the call back option. She wishes you could just email the company.

Customer states APS csr told her that she was going to save \$22/yr which she doesn't see how that is possible with the amount of increase in the kWh charges. Customer states kWh peak charges in the Choice Max Saver plan went from \$.23 to \$.8.

For the Utility:

Please advise is comparison tool reflecting customer's current plan compared to the new plans?

What does comparison tool show as the increase customer can expect?

Can customers email APS and have dialog in that manner?

Provide tariff for the Choice Max Saver plan.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: ["MMee@azcc.gov"](mailto:MMee@azcc.gov)
Subject: FW: Arizona Corporation Commission Utility - Complaint #148544 - [REDACTED]
Date: Monday, April 23, 2018 9:03:14 AM
Attachments: [APS.msa](#)

Dear Mary,

Update:

- 03/12/2018 - I spoke with [REDACTED] regarding her concerns. I informed her that the most like rate to her current rate is the TOU-E rate, however, this rate shows it will cause her bill to increase annually based on her energy usage. I explained to her that the R-3 rate would be most economical based on her energy usage and she could potentially have even more savings if she makes additional changes to her energy usage to benefit from the new on peak hours. I discussed the rate schedule for TOU-E and R-3 with [REDACTED] in attempt to help her understand that the R-3 rate would be more economical. She stated that she feels the information I am providing her is inaccurate. Therefore, she requested that I send her a comparison providing the unbundled costs of a winter and summer 2017 bill between the TOU-E rate and the R-3 rate based on her actual energy usage. I have attached a copy of this email for your review.
- 03/22/2018 - [REDACTED] account for service at [REDACTED] transitioned from the ET-1 rate to TOU-E rate.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
602-250-2280

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Wednesday, March 07, 2018 5:15 PM
To: 'MMee@azcc.gov'
Subject: RE: Arizona Corporation Commission Utility - Complaint #148544 - [REDACTED]

Complaint Number: 2018 - 148544

Customer: [REDACTED]

Address: 07/01/2004

Established Service: [REDACTED]

Rate: ET-1, Time Advantage 9pm-9am rate

Address: [REDACTED] Established Service: 12/11/2015

Rate: ET-2, Time Advantage 7pm-Noon rate

Hi Mary,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 – The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).

- 02/13/2018 – APS mailed [REDACTED] a letter indicating that their account for service on [REDACTED] will be transitioned to the Saver Choice rate as it is most like their current rate (ET-2) if they do not manually change to another rate of their choice prior to 03/15/2018. Additionally, the letter indicated that the R-XS, Lite Choice rate is most economical based on their energy usage.
- 02/13/2018 – APS mailed [REDACTED] a letter indicating that their account for service on [REDACTED] will be transitioned to the Saver Choice rate as it is most like their current rate (ET-1) if they do not manually change to another rate of their choice prior to 03/12/2018. Additionally, the letter indicated that the R-3, Saver Choice Max rate is most economical based on their energy usage.
- 02/23/2018 – [REDACTED] contacted APS to discuss viewing the new rates on the APS website. The Company assisted her with completing a rate comparison on the APS website.
- 02/27/2018 – [REDACTED] contacted APS regarding the rate comparison results for service on [REDACTED]. The Company informed her the R-3 rate is the most economical based on her energy usage. [REDACTED] advised APS she would rather not be on a demand rate. The Company then informed her the TOU-E rate would be approximately a \$22.00 annual savings based on her energy usage.
- 03/07/2018 – I called [REDACTED] to discuss her concerns and left a message. If I receive a response from her, I will send an update.

In response to your questions:

Please advise is comparison tool reflecting customer's current plan compared to the new plans?

The rate comparison tool compares up to two rates at a time to the customers current rate.

What does comparison tool show as the increase customer can expect?

The rate comparison tool shows an annual decrease of approximately \$140.00 on the R-3 rate for service on [REDACTED]. The rate comparison tool shows an annual decrease of approximately \$120.00 on the R-XS rate for service on [REDACTED].

Can customers email APS and have a dialog in that manner?

Yes, customers can email APS through the Company's website.

Provide tariff for the Saver Choice Max plan?

I have included the rate schedule for the R-3, Saver Choice Max rate for your review.

Please let me know if you have any questions.

Thanks,

Jenna Nelson

APS Consumer Advocate Rotation

400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774 Tel (602) 250-2280 jenna.nelson@aps.com aps.com

-----Original Message-----

From: MMee@azcc.gov [mailto:MMee@azcc.gov]

Sent: Thursday, March 01, 2018 9:03 AM

To: Consumer Advocate, (ConsAdv)

Cc: mmee@azcc.gov

Subject: Arizona Corporation Commission Utility - Complaint #148544 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(MMee@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com
<<mailto:ACDC@apsc.com>> or contact the APS Helpdesk.

This is a complaint filed on 3/1/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Mary Mee

Phone: 602-542-7273

Complaint Date: 3/5/2018

Complaint Number: 2018 - 148594

Priority: Respond within 5 business days

Complaint Codes:

Rates and Tariffs - Explanation of

Closed Date:

Quality of Service - Customer Service Contact

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

Customer received APS letter and that plan would change one to another between 3/5 and 3/8. He called 3/4 and plan already changed and it isn't the one he wanted. He wants to be on Saver Choice Max which letter stated was best plan for him but he was put on Saver Choice.

He said he has worked with Beth in the past because the APS IT department seems to have issues. He has discussed with her that IT has huge chunks of missing data and it has never been rectified. How can you do rate comparison if data missing. Is the information just lagging or truly missing and if so how does APS bill based on that missing info.

He was not happy with IT when account number changed and wonders if they even tested it before they launched it.

For the Utility:

Please advise what date customer's plan was changed? If changed prior to date on letter, why?

Does he have ability to change the plan now?

Does customer have all usage information he needs to make informed choice.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: MMee@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #148594 - [REDACTED]
Date: Saturday, March 10, 2018 1:11:36 PM

Complaint Number: 2018 - 148594

Customer: [REDACTED]

Address: [REDACTED]

Established Service: 03/15/2013

Rate: TOU-E, Saver Choice rate

Hi Mary,

My investigation found that the following occurred regarding [REDACTED] concerns:

- 08/15/2017 – The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 02/08/2018 – In an effort to assist customers in selecting the best new rate, APS mailed [REDACTED] a letter advising them that based on their historical energy usage, it is recommended that they change to the R-3, Saver Choice Max rate. Additionally, it advised them the TOU-E rate is most comparable to their current rate, ECT-2 rate. The letter stated that if they do not manually select a rate then their account with transition to the TOU-E rate between 03/05/18 and 03/08/2018 is it is most like their current rate.
- 03/07/2018 – APS received an online request to change to the R-3 rate.
- 03/09/2018 – I called [REDACTED] to discuss his concerns and he advised me that it was not a convenient time. He stated he will contact me at a better time to discuss his concerns.

In response to your questions?

Please advise what date customer's plan was changed? If changed prior to date on letter, why?

[REDACTED] account became active with the new on-peak hours of TOU-E on 03/05/2018. [REDACTED] was unable to change his rate on 03/04/2018, the day prior, as his account was already in the process from a system standpoint to transition to TOU-E.

Does he have ability to change the plan now?

[REDACTED] successfully requested to change to the R-3 rate on 03/07/2018.

Does customer have all usage information he needs to make informed choice?

Yes, [REDACTED] has the availability to view his energy usage in the previous 12 months and perform a rate comparison based on this information on the APS website.

Please let me know if you have any questions.

Thanks,

Elizabeth McFall

Consumer Advocate Sr.
400 North 5th Street, Phoenix, AZ 85004-3902 Tel 602 250 2280 ConsAdv@apsc.com apsc.com

-----Original Message-----

From: MMee@azcc.gov [<mailto:MMee@azcc.gov>]

Sent: Monday, March 05, 2018 9:52 AM

To: Consumer Advocate, (ConsAdv)

Cc: mmee@azcc.gov

Subject: Arizona Corporation Commission Utility - Complaint #148594 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(MMee@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com
<<mailto:ACDC@apsc.com>> or contact the APS Helpdesk.

This is a complaint filed on 3/5/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Roxanne Best

Phone: 602-364-1066

Complaint Date: 3/28/2018

Complaint Number: 2018 - 149023

Priority: Respond within 5 business days

Complaint Codes: Billing - High/ low

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home: [REDACTED]

Cell: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

My husband and I had to manually review all of our bills with the new rates from APS because the APS online tool is useless. Once we reviewed the new rate with our past usage we realized we would be getting an increase of 150%. APS does not help at all. When you call them you are told that if you use the recommended rate plan the bill will be comparable to what it was. You don't even have to do math to know that an increase from 2 cents to 11 cents for off peak and from 12 cents to 24 cents for on peak is more than double.

Questions for Company:

What rate plan is Customer on? Have other plans been offered/discussed?

Does Customers usage seem historically consistent?

Was there a high bill investigation? What was the outcome and what was offered?

Please contact Customer regarding her concerns and send written response to the Commission.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: ["RBest@azcc.gov"](mailto:RBest@azcc.gov)
Subject: RE: Arizona Corporation Commission Utility - Complaint #149023 - [REDACTED]
Date: Friday, April 13, 2018 4:57:30 PM

Complaint Number: 2018 - 149023

Customer: [REDACTED]

Address: [REDACTED]

Established Service: 07/15/1998

Rate: TOU-E, Saver Choice rate

Hi Roxanne,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 – The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).
- 02/02/2018 – APS issued [REDACTED] their February monthly bill in the amount of \$249.46. The bill consisted of 670 kWh of on peak usage and 1,136 kWh of off peak usage.
- 02/19/2018 – APS received a payment in the amount of \$249.46 towards [REDACTED] account.
- 03/02/2018 – APS issued [REDACTED] their March monthly bill in the amount of \$225.86. The bill consisted of 663 kWh of on peak usage and 981 kWh of off peak usage.
- 03/05/2018 - APS mailed [REDACTED] a letter indicating that their account would be transitioned to the TOU-E, Saver Choice rate as it is most like their current rate (ET-1, Time Advantage 9pm-9am) if they do not manually change to another rate of their choice prior to 04/02/2018. Additionally, the letter indicated that the R-3, Saver Choice Max rate is most economical based on their energy usage.
- 03/12/2018 – APS received a payment in the amount of \$225.86 towards [REDACTED] account.
- 03/31/2018 – [REDACTED] account was transitioned from the ET-1 rate to the TOU-E rate.
- 04/03/2018 – APS issued [REDACTED] their April monthly bill in the amount of \$168.23. The bill consisted of 437 kWh of on peak usage and 789 kWh of off peak usage.
- 04/12/2018 – APS received a payment in the amount of \$168.23 towards [REDACTED] account.
- 04/13/2018 – I spoke with [REDACTED] regarding her concerns. I informed her that when comparing the cost of rates it is important to compare the unbundled to unbundled and bundled to bundled cost. If comparing unbundled costs on one rate against bundled costs on another rate, it will not be a comparable comparison which is what I believe [REDACTED] did. I provided her with the unbundled costs for the TOU-E rate and informed her that the R-3 rate may be more economical based on their energy usage. I agreed to email [REDACTED] the rate schedules for the ET-1, TOU-E and R-3 rates. Additionally, I provided will include their consumption history from the previous 12 months so [REDACTED] can do his own analysis of the new rates with a demand.

In response to your questions:

What rate plan is Customer on? Have other plans been offered/discussed?

[REDACTED] account is on the TOU-E rate. In the letter mailed to them on 03/05/2018, it indicated that the

R-3 rate is most economical based on their usage.

Does Customers usage seem historically consistent?

Yes, [REDACTED] total energy usage is consistent for the most part. However, there are some month's where their on peak usage is higher this year versus the previous year.

Was there a high bill investigation? What was the outcome and what was offered?

My investigation found that [REDACTED] did not contact APS Customer Service to discuss their concerns prior to contacting the Commission.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Tel (602) 250-2280
jenna.nelson@aps.com aps.com

-----Original Message-----

From: RBest@azcc.gov [<mailto:RBest@azcc.gov>]

Sent: Friday, April 06, 2018 4:57 PM

To: Consumer Advocate, (ConsAdv)

Subject: Arizona Corporation Commission Utility - Complaint #149023 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(RBest@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com or contact the APS Helpdesk.

This is a complaint filed on 3/28/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Michael Buck

Phone: 602-364-1065

Complaint Date: 9/4/2018

Complaint Number: 2018 - 154730

Priority: Respond within 5 business days

Complaint Codes: Billing - High/ low

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Cell: [REDACTED]

Home: [REDACTED]

Company: Arizona Public Service Company

Division: Electric

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

See Supporting Document

To Whom it may concern:1) According to my conversations with APS during the rate change I was told that the best new plan for me based on my usage would be the Premier Choice. The APS plan comparison tool indicated that my charges on Premier Choice would be \$55 more per year than my previous 9-9 plan. They also said the increase would be 4.5%. That was before the corporate tax rate changes that should have made the increase even less. Please see the attached PDF. I tried to attach as an Excel spreadsheet but your server would not allow it. The data has been downloaded from the APS website from two sources and combined into one (billing history and usage history). If one compares the 12 months prior to the rate increase to the 12 months after the rate increase, the charges per kWh have went from \$0.1516 to

\$0.1621 (dividing total charge by total usage). This is an increase of 6.93% or significantly greater than 4.5%. If one uses the same usage numbers as the time period before the rate change and apply that to the new \$0.1621/kWh charge the increase would be \$109.16/yr. and not the APS plan comparison tool estimate of \$55. Again, the increased charge of \$109.16 equates to 6.48% increase and not 4.5%.2)1 have also found out the if my kWh usage goes above an average of 999 kWh/month for the 12 months ending in November that my rate plan would automatically change to one of the Saver plans. According to the APS plan comparison tool, Premier Choice is the best plan for me based on my energy usage. All of the Saver plans would cost more. So basically, the automatic switch from Premier Choice to a Saver plan would increase APS profit for the exact same energy used. That does not seem right. Thanks for your consideration. [REDACTED]

Please advise, what is the status of the customers account?

Please contact the customer.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: MBuck@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #154730 - [REDACTED]
Date: Monday, September 10, 2018 5:13:00 PM

Complaint Number: 2018 - 154730

Customer: [REDACTED]

Address: [REDACTED]

Established Service: 03/23/1993

Rate: R-Basic, Premier Choice

Autopay: Yes

Hi Mike,

My investigation found that the following are the most recent events that occurred on [REDACTED] account:

- 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which requires residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295)
- 12/13/2017 - In an effort to assist customers in selecting the best new rate, APS mailed [REDACTED] a letter advising them that based on their historical energy usage as of 08/31/2017, it is recommended that they change to the TOU-E, Saver Choice Max rate. Additionally, this rate was most like their current rate (ET-1, Time Advantage 9pm-9am).
- 02/07/2018 – [REDACTED] contacted APS regarding the new rates. He asked what the best rate plan is based on his energy usage. The Company completed a rate comparison and informed him the R-Basic, Premier Choice rate is most economical based on his previous 12 months of usage. APS advised [REDACTED] that he can also complete a rate comparison the Company's website. [REDACTED] did not agree to change his rate at this time.
- 02/08/2018 - APS mailed [REDACTED] a letter indicating that their account would be transitioned to the TOU-E, Saver Choice rate as it is most like their current rate if they do not manually change to another rate of their choice prior to 03/05/2018. Additionally, the letter indicated that the R-Basic, rate is most economical based on their energy usage.
- 03/05/2018 – [REDACTED] contacted APS to advise the Company that he would like to change from the ET-1 rate to the R-Basic rate. The Company agreed to change his account changed from the ET-1 rate to the R-Basic rate as of the next monthly meter reading.
- 04/06/2018 – [REDACTED] account was changed from the ET-1 rate to the R-Basic rate.
- 07/06/2018 – APS issued [REDACTED] their July bill in the amount of \$171.51. The bill consisted of 1,044 kWh of energy usage in 31 days. The bill indicated the balance would be deducted from their checking or savings account on 07/23/2018. The year prior, the bill was \$220.46 and consisted of 621 kWh of on peak usage and 784 kWh of off peak usage for 31 days.
- 07/23/2018 – The Autopay payment in the amount of \$175.51 applied towards [REDACTED] account.
- 08/06/2018 - APS issued [REDACTED] their August bill in the amount of \$269.25. The bill consisted of 1,717 kWh of energy usage in 31 days. The bill indicated the balance would be deducted from their checking or savings account on 08/21/2018. The year prior, the bill was \$221.19 and consisted of 581 kWh of on peak usage and 920 kWh of off peak usage for 29 days.
- 08/20/2018 – [REDACTED] contacted APS to discuss rate plans. The Company completed a rate comparison and

found that the R-2, Saver Choice Plus rate is most economical based on his energy usage in the previous six months since he starting using energy during the new off peak hours. APS provided him with energy saving tips on how to maximize savings on the R-2 rate. [REDACTED] asked why the increase in his bill is more than 4.5%. The Company explained to him that the 4.5% increase is based on an average customer (approximately 1,100 kWh per month) and his recent energy usage is over 1,000 kWh, therefore he has seen a higher increase. APS advised [REDACTED] of the Budget Billing Program and how it works. [REDACTED] declined changing his rate and enrolling in Budget Billing at this time.

- 08/21/2018 - The Autopay payment in the amount of \$269.25 applied towards [REDACTED] account.
- 09/06/2018 – APS issued [REDACTED] their September bill in the amount of \$228.26. The bill consisted of 1,436 kWh of energy usage in 31 days. The bill indicated the balance would be deducted from their checking or savings account on 09/20/2018. The year prior, the bill was \$241.00 and consisted of 616 kWh of on peak usage and 892 kWh of off peak usage for 33 days.
- 09/10/2018 – I spoke with [REDACTED] regarding his concerns. I explained to him that the rate increase of 4.5% is based on the average customer (approximately 1,100 kWh per month). I advised him the rate increase varies from customer to customer based on their energy usage and the rate they are on, some customers may see an increase, some a decrease and some customers' bills will stay close to the same. I informed him that his September 2018 bill is comparable to his September 2017. [REDACTED] stated he is still concerned that his bill increased more than the 4.5% mentioned to the public. Additionally, [REDACTED] was concerned that he was billed on the R-BasicL, Premier Choice Large rate in August. I reviewed his bill and assured him that he was billed on the R-Basic rate. He was concerned that if he uses over 1,000 kWh monthly average that his account will be transitioned to a time-of-use rate. I advised him that in November 2018 if it shows he will be transitioned to a time-of-use rate that he can complete a rate comparison to determine if it would be better for him to change to a demand rate. [REDACTED] stated that he would like to further discuss the rate increase when he had his bills available and would call me back in a week.

Please let me know if you have any questions.

Thanks,

Jenna Nelson
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Tel (602) 250-2280
jenna.nelson@aps.com aps.com

-----Original Message-----

From: MBuck@azcc.gov [mailto:MBuck@azcc.gov]

Sent: Tuesday, September 04, 2018 10:33 AM

To: Consumer Advocate, (ConsAdv)

Subject: Arizona Corporation Commission Utility - Complaint #154730 - [REDACTED]

USE CAUTION - EXTERNAL SENDER:(MBuck@azcc.gov)

Do not click on links or open attachments that are not expected.

For questions or concerns, please email the APS Cyber Defense Center team at ACDC@apsc.com
<mailto:ACDC@apsc.com> or contact the APS Helpdesk.

This is a complaint filed on 9/4/2018. The complaint and any supporting documents is attached for your review and response.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Trish Meeter

Phone: 602-542-0622

Complaint Date: 9/12/2019

Complaint Number: 2019 - 159976

Priority: Respond within 5 business days

Complaint Codes: Billing - Disputed

Closed Date:

First Name: [REDACTED]

Last Name: [REDACTED]

Account Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: AZ

Zip Code: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

Company: Arizona Public Service Company

For Assignment

(602) 250-2280

ConsAdv@aps.com

Nature Of Complaint

APS has mislead me through misrepresentation of which plan would save me the most. Periodically every 6 mos I have complained about less usage in all time sectors but my bill increased 15-20% I was assured I had the best plan no explanation offered in spite of my entreaties Only since ACC has begun to hold them accountable has the attitude changed I received a letter today from APS telling me had I been on different plan I would have saved \$32. I had called them in May and requested best plan APS has maliciously misled me over 36 mos I called for explanation and demanded refund of \$96 =3x\$32 past 3 years I have begged for explanation and been refused Told "the computer did it!" I have been passed around no one knows they respond I asked why in May they told me stay the course then 3 mos later tell me something diametrically opposed to prior advice. I have always suggested to them. Why not look at prior year usage? You as regulators have a fiduciary duty to protect us Today I was told this suggested plan might not be best for you in next 3 mos. I asked based on past 3 years why can't you tell me based on past what it is They said no capability to predict I am not asking for predictions just facts regarding past 3 years. This is a scam and you have to know it and demand transparency and accountability. We are victims of APS and our past regulatory board Would you look into my plight and compel APS to credit me for misrepresenting to me knowingly We have little choice but to fold to their commands We are offered no explanation nor refund Ehat a great business to have. Name your rate no explanation pay your bill or get cut off Really. We all deserve better You are my only hope Thank you

To the company:

What do your records show as to the date the customer first inquired about his chosen plan being the best for his consumption?

Would the customer have benefitted from a change in plans when he initially presented the question to the company?

Please contact the customer to address his concerns and provide the Commission with a written response.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: TMeeter@azcc.gov; cwalczak@azcc.gov
Cc: [REDACTED]
Subject: FW: Arizona Corporation Commission Utility - Complaint #159976 - [REDACTED]
Date: Tuesday, October 15, 2019 9:20:25 AM
Attachments: [APS .msg](#)

Hi Trish,

I emailed [REDACTED] the details of his rate comparison.

Please let me know if you have any questions.

Thank you,

Shanna Teller
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Phone: 602-250-2280 Email: ConsAdv@apsc.com

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Friday, October 11, 2019 8:53 AM
To: 'TMeeter@azcc.gov' <TMeeter@azcc.gov>
Subject: RE: Arizona Corporation Commission Utility - Complaint #159976 - [REDACTED]

Hi Trish,

Update:

10/11/2019 - I called [REDACTED] and explained the rate comparison data will be finalized and emailed to him on Tuesday, 10/15/2019. [REDACTED] inquired about his rate and asked if changing his rate is the best option. I offered to do a rate comparison and explained R-2, Saver Choice Plus is reflecting as the most economical rate. [REDACTED] appreciated my outreach to him and is looking forward to receiving his rate comparison data on 10/15/2019.

Please let me know if you have any questions.

Thank you,

Shanna Teller
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Phone: 602-250-2280 Email: ConsAdv@apsc.com

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Monday, September 30, 2019 2:36 PM
To: 'TMeeter@azcc.gov' <TMeeter@azcc.gov>
Subject: RE: Arizona Corporation Commission Utility - Complaint #159976 - [REDACTED]

Hi Trish,

Update:

•09/30/2019 – Per your request, I included a template of the letters that were issued to [REDACTED] regarding the rate transition notification on 02/13/2018 and his most economical rate on 08/30/2019. I have attached an updated consumption history spreadsheet to include [REDACTED] billing and usage details from 01/13/2016 to 08/10/2017.

The most economical rate for a customer is determined by performing a rate comparison. The residential rate comparison tool that is available to [REDACTED] online at the APS website provides a comparison of his current rate and all eligible rates. The tool displays the estimated annual cost based on the previous 12 months of usage rather than monthly amounts.

Please let me know if you have any questions.

Thank you,

Shanna Teller
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Phone: 602-250-2280 Email: ConsAdv@apsc.com

-----Original Message-----

From: TMeeter@azcc.gov <TMeeter@azcc.gov>
Sent: Tuesday, September 24, 2019 1:52 PM
To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>
Cc: RPaladino@azcc.gov
Subject: Arizona Corporation Commission Utility - Complaint #159976 - [REDACTED]

CAUTION

CAUTION

CAUTION

This e-mail is from an EXTERNAL address (TMeeter@azcc.gov). DO NOT click on links or open attachments unless you trust the sender and know the content is safe. If you suspect this message to be phishing, please report it to the APS Cyber Defense Center at ACDC@apsc.com.

Shanna,

Spoke with [REDACTED] who remains unhappy with the lack of provision he initially requested; that being a comparison of the plan/rates he was on and the current plan. He was told he could do this on line and would not/could not provide him this info. He believes it is a matter of plugging in the rates of one plan into that of another, thereby providing results of what his bill would have been. His calls every 6 months to the company with the same question about being on the best plan resulted in the company telling him the saver choice plan would have been the best plan. Customer believes there will be a need to go back to 2016, before the new rates and plans took effect.

Staff is also interested in how to go about getting a true comparison of the two existing available plans.

Please provide the Commission with all letters sent to the customer regarding the information about plan choice, the impact of how usage is factored into the billing of energy usage amount and how it was determined and recommended by the company what plan would be best.

Thnx for your expedited response.

Trish

This is a complaint filed on 9/12/2019. The complaint and any supporting documents is attached for your review and response.

From: [Consumer Advocate, \(ConsAdv\)](#)
To: [REDACTED]
Subject: RE: Arizona Corporation Commission Utility - Complaint #159976 - [REDACTED]
Date: Tuesday, September 24, 2019 10:46:08 AM
Attachments: [REDACTED] [Consumption History.xlsx](#)

Hi Trish,

Update:

09/24/2019 - I spoke with [REDACTED] and he requested his consumption report is emailed to:

[REDACTED] called me back after he received his consumption report and asked that I also email his rate comparison. I explained the rate comparison tool is available online at the APS website. [REDACTED] stated the report only provides how he was billed. I explained the consumption reports reflects his usage and how he was billed for the past two years. I explained when he contacted APS, the rate comparisons were performed advising him the recommended rate based on his usage. [REDACTED] stated I was refusing to provide him the rate comparison and asked to escalate the call. I again advised him he may utilize the tool which is a self-serve option for APS customers by logging online to the APS website.

Please let me know if you have any other questions.

Thank you,

Shanna Teller
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Phone: 602-250-2280 Email: ConsAdv@apsc.com

-----Original Message-----

From: Consumer Advocate, (ConsAdv)
Sent: Thursday, September 19, 2019 5:00 PM
To: TMeeter@azcc.gov
Subject: RE: Arizona Corporation Commission Utility - Complaint #159976 - [REDACTED]

Complaint Number: 2019-159976
Customer: [REDACTED]
Address: [REDACTED]
Established: 03/28/2017
Rate: R-Basic, Premier Choice rate
Autopay: Yes

Hi Trish,

My investigation found the following occurred on [REDACTED] account:

- 08/15/2017 - The Commission approved the settlement agreement in APS's general rate case which required residential customers to change to a new rate by 05/01/2018. As part of this agreement, the new time-of-use rates offer new on-peak hours of 3pm-8pm Monday through Friday and include 10 holidays as off-peak. Additional details can be found in Docket No. E-01345A-16-0036 (Decision No. 76295).

- 11/03/2017 – APS agreed to apply a credit of \$37.95 towards [REDACTED] account for the inconvenience of calling APS multiple times in the spirit of customer service.

•11/06/2017 – [REDACTED] spoke with an APS supervisor who agreed to apply an additional credit of \$135.00 towards [REDACTED] account as he was upset he received a notification on his delinquent balance.

•02/13/2018 – In an effort to assist customers in selecting the best new rate, APS mailed [REDACTED] a letter advising them that based on their historical energy usage, it is recommended that they change to the R-Basic rate. Additionally, it advised them the TOU-E, Saver Choice rate is most comparable to their current rate, ET-2, Time Advantage 7pm-Noon rate. The letter stated if they do not manually select a rate then their account would transition to the TOU-E rate between 03/09/2018 and 03/14/2018 as it is most like their current rate.

•02/23/2018 – [REDACTED] went online to the APS website and changed their rate to R-Basic.

•03/12/2018 – APS emailed [REDACTED] their March monthly bill. The bill amount was \$61.23 due on 03/27/2018. This included an Autopay discount of \$0.48 and current energy charges \$61.71.

•03/27/2018 – APS received a payment of \$61.23 towards [REDACTED] account.

•04/11/2018 – APS mailed [REDACTED] their April monthly bill. The bill amount was \$72.89 due on 04/26/2018. This included an Autopay discount of \$0.48 and current energy charges \$73.37.

•04/26/2018 – APS received a payment of \$72.89 towards [REDACTED] account.

•05/10/2018 – APS mailed [REDACTED] their May monthly bill. The bill amount was \$76.38 due on 05/25/2018. This included an Autopay discount of \$0.48 and current energy charges \$76.86.

•05/25/2018 – APS received a payment of \$76.38 towards [REDACTED] account.

•06/11/2018 – APS mailed [REDACTED] their June monthly bill. The bill amount was \$122.02 due on 06/26/2018. This included an Autopay discount of \$0.48 and current energy charges \$122.50.

•06/26/2018 – APS received a payment of \$122.02 towards [REDACTED] account.

•07/12/2018 – APS mailed [REDACTED] their July monthly bill. The bill amount was \$199.99 due on 07/27/2018. This included an Autopay discount of \$0.48 and current energy charges \$200.47.

•07/27/2018 – APS received a payment of \$199.99 towards [REDACTED] account

•08/02/2018 – [REDACTED] payment of \$199.99 returned from their financial institution due to "Invalid Account". Therefore, APS mailed a returned check letter to [REDACTED] advising them of the returned payment and asked that a payment be made immediately. The letter also advised them that a returned check charge was assessed to their account (per Such 1, 6.4.A) and that the account would be cash only if two or more returned payments are received within a 12-month period (per Such 1, 6.4.C).

•08/02/2018 – APS received a payment of \$199.99 towards [REDACTED] account. APS agreed to waive the returned check charge of \$16.31 as a courtesy.

•08/10/2018 – APS mailed [REDACTED] their August monthly bill. The bill amount was \$182.49 due on 08/27/2019. This included an Autopay discount of \$0.48 and current energy charges \$182.97.

•08/27/2018- APS received a payment of \$182.49 towards [REDACTED] account.

•09/11/2018 – APS mailed [REDACTED] their September monthly bill. The bill amount was \$186.05 due on 09/25/2018. This included an Autopay discount of \$0.48 and current energy charges \$186.53.

•09/25/2018 – APS received a payment of \$186.05 towards [REDACTED] account.

•10/10/2018 – APS mailed [REDACTED] their October monthly bill. The bill amount was \$89.37 due on 10/24/2018. This included an Autopay discount of \$0.48 and current energy charges \$89.85.

- 10/24/2018 – APS received a payment of \$89.37 towards [REDACTED] account.
- 11/09/2018 – APS mailed [REDACTED] their November monthly bill. The bill amount was \$85.83 due on 11/26/2018. This included an Autopay discount of \$0.48 and current energy charges \$86.01.
- 11/26/2018 – APS received a payment of \$85.53 towards [REDACTED] account.
- 12/11/2018 – APS mailed [REDACTED] their December monthly bill. The bill amount was \$89.96 due on 12/26/2018. This included an Autopay discount of \$0.48 and current energy charges \$90.44.
- 12/26/2018 – APS received a payment of \$89.96 towards [REDACTED] account.
- 01/11/2019 – APS mailed [REDACTED] their January monthly bill. The bill amount was \$94.36 due on 01/25/2019. This included an Autopay discount of \$0.48 and current energy charges \$94.87.
- 01/25/2019 – APS received a payment of \$94.39 towards [REDACTED] account.
- 02/12/2019 – APS mailed [REDACTED] their February monthly bill. The bill amount was \$91.64 due on 02/26/2019. This included an Autopay discount of \$0.48 and current energy charges \$92.12.
- 02/26/2019 – APS received a payment of \$91.64 towards [REDACTED] account.
- 03/11/2019 – APS mailed [REDACTED] their March monthly bill. The bill amount was \$89.66 due on 03/25/2019. This included an Autopay discount of \$0.48 and current energy charges \$90.14.
- 03/25/2019 - APS received a payment of \$89.66 towards [REDACTED] account.
- 03/29/2019 - [REDACTED] payment of \$199.99 returned from their financial institution due to “Invalid Account”. Therefore, APS mailed a returned check letter to [REDACTED] advising them of the returned payment and asked that a payment be made immediately. The letter also advised them that a returned check charge was assessed to their account (per Sch 1, 6.4.A). This was the second returned payment within 12 months so the account was placed on a cash only status for the following 12 months (per Sch 1, 6.4.C).
- 03/29/2019 – APS received a payment of 89.66 towards [REDACTED] account.
- 03/29/2019 – [REDACTED] called APS to get the returned check waived and to have the cash only status removed. APS advised [REDACTED] this was the second returned check on the account, therefore; it will remain on cash only for the following 12 months. He requested to speak with a supervisor who then agreed to waive the return check charge of \$16.30 and remove the cash only in the spirit of customer service.
- 04/10/2019 – APS mailed [REDACTED] their April monthly bill. The bill amount was \$78.75 due on 04/24/2019. This included an Autopay discount of \$0.48 and current energy charges \$79.23.
- 04/24/2019 – APS received a payment of \$78.75 towards [REDACTED] account.
- 05/09/2019 – APS mailed [REDACTED] their May monthly bill. The bill amount was \$77.30 due on 05/23/2019. This included an Autopay discount of \$0.48 and current energy charges \$77.78.
- 05/20/2019 – [REDACTED] called APS to discuss his recent bill and questioned if he was on the best rate. APS asked [REDACTED] questions related to their home and their lifestyle and performed a rate comparison based on their energy usage in the previous 12 months. Based on the results, APS confirmed the R-Basic rate is the most cost effective and economical rate for their home.
- 05/23/2019 – APS received a payment of \$77.30 towards [REDACTED] account.
- 06/10/2019 – APS mailed [REDACTED] their June monthly bill. The bill amount was \$92.02 due on

06/24/2019. This included an Autopay discount of \$0.48 and current energy charges \$92.50.

•06/24/2019 – APS received a payment of \$92.02 towards [REDACTED] account.

•07/11/2019 – APS mailed [REDACTED] their July monthly bill. The bill amount was \$166.97 due on 07/25/2019. This included an Autopay discount of \$0.48 and current energy charges \$167.45.

•07/25/2019 – APS received a payment of \$166.97 towards [REDACTED] account.

•08/09/2019 – APS mailed [REDACTED] their August monthly bill. The bill amount was \$159.65 due on 08/23/2019. This included an Autopay discount \$0.48 and current energy charges \$160.13.

•08/23/2019 – APS received a payment of \$159.65 towards [REDACTED] account.

•08/30/2019 - In an effort to keep customers informed of their most economical rate, APS mailed [REDACTED] a letter advising them they would experience an annual savings of \$32.00 if they changed to the R-2, Saver Choice Plus rate. This rate comparison was based on their energy usage in the previous 12 months.

•09/12/2019 – APS mailed [REDACTED] their September monthly bill. The bill amount is \$205.92 due on 09/26/2019. This includes an Autopay discount of \$0.48 and current energy charges \$206.40.

•09/12/2019 – [REDACTED] called APS and requested a credit of \$96.00 be applied towards his account. He explained he was misinformed about his rate and feels the usage was calculated in error. APS explained the rate comparison that was performed in May 2019 was based on usage up to that time period. APS advised him that based on the new rate comparison the most cost effective and economical rate is R-2. [REDACTED] stated his belief this is an error and demanded the credit of \$96.00 and asked for a supervisor to call him back. APS advised him a supervisor will call him back.

•09/16/2019 – An APS supervisor called [REDACTED] to discuss his concerns. He insisted on receiving a credit to his account in the amount of \$96.00 and continued to dispute the rate comparison results. APS explained he may visit the APS website and perform a rate comparison to see the results for himself. APS explained the rate comparison provided is based on his most recent 12 months of energy usage. APS explained a credit of \$96.00 will not be applied to the account.

•09/17/2019 – I called [REDACTED] to discuss his concerns. He advised me he called APS in May 2019 and was advised he was on a cost effective rate and he received a letter from APS in August explaining he should change his rate. [REDACTED] advised me he would like a credit of \$96.00 as he feels he was misinformed. I advised him I will research his concerns, and will call him after I complete my investigation.

•09/19/2019 – I called [REDACTED] and I explained I researched his account beginning from September 2017 to the current. I explained I listened to the telephone calls he made to APS and he was correctly informed in May 2018 that the most economical rate was R-Basic based on his energy usage at that time. I advised him his most economical rate now is R-2 due to the change in his energy usage as he has shifted more usage during off-peak hours. [REDACTED] asked if I would credit his account \$96.00. I explained to [REDACTED] there will be no credit as APS provided him accurate information. I asked [REDACTED] if he had any other questions and he disconnected the call.

In response to your questions:

What do your records show as to the date the customer first inquired about his chosen plan being best for his consumption?

[REDACTED] called APS on 05/20/2019 and questioned if he was on the best rate. APS performed a rate comparison and confirmed he was on the best rate at that time.

Would the customer have benefitted from a change in plans when he initially presented the question to the company?

In May 2019, APS appropriately advised [REDACTED] he was on the most economical rate based on his energy usage in the previous 12 months.

Please let me know if you have any questions.

Thank you,

Shanna Teller
APS Consumer Advocate Rotation
400 North 5th Street, Phoenix, AZ 85004-3902, M.S. 9774
Phone: 602-250-2280 Email: ConsAdv@apsc.com

-----Original Message-----

From: TMeeter@azcc.gov <TMeeter@azcc.gov>
Sent: Friday, September 13, 2019 9:08 AM
To: Consumer Advocate, (ConsAdv) <ConsAdv@apsc.com>
Subject: Arizona Corporation Commission Utility - Complaint #159976 - [REDACTED]

CAUTION

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This is a complaint filed on 9/12/2019. The complaint and any supporting documents is attached for your review and response.